

Follow-Up Survey For Site Visits

Attachment 3

Customer Satisfaction

		Yes	No	Not Certain
1. Were the materials provided to you during the on-site visit useful?	___	___	___	
2. Was the compliance assistance provider who conducted the on-site visit knowledgeable?	___	___	___	

Awareness/Knowledge

3. I understand about environmental requirements as a result of this visit.	___	___	___	
4. I understand about pollution prevention opportunities as a result of this visit.	___	___	___	
5. I intend to share (did share) the understanding gained during this visit with others in my organization.		___	___	___

Behavioral Change

6. What regulatory actions, if any, in your organization's environmental practices did you make as a result of the site visit?

check all that apply

- a. Filed a notification
- b. Obtained a permit or certification
- c. Provided data to EPA, state, or local regulator
- d. Submitted reports to EPA, state, or local regulator
- e. No regulatory actions will be taken
- f. Other_____

7. What process changes at your facility, if any, did you make or do you intend to make as a result of the on-site visit?

check all that apply

- a. Changed the storage or handling of a waste or emission
- b. Changed a process or practice
- c. Purchased new process equipment
- d. Implemented material or waste recycling system
- e. Installed release control equipment (e.g. scrubbers, Control technique)
- f. Installed waste treatment system (control technique)
- g. No process changes will be taken

h. Other _____

8. What management changes at your facility, if any, do you intend to take (did take) as a result of the on-site visit?

- a. Conducted self-audit
- b. Instituted an environmental management policy, system or procedures
- c. Instituted training or other communication to improve awareness and/or practices
- d. No management action will be taken
- e. Other _____

9. Have you contacted (will contact) someone for further assistance as a result of the on-site visit?
check all that apply

- a. Contacted a vendor
- b. Contacted a regulatory agency
- c. Contacted an assistance provider
- d. Other _____

Environmental Improvements

10. Did you gain understanding from the use of <_____> that enabled you to:
check all that apply

- a. Reduce emissions (air, fugitive, etc.)
- b. Reduce waste (solid, hazardous)
- c. Reduce risk to human health and the environment
- d. Conserve water
- e. Conserve energy
- f. Conserve other resources
- g. I am not aware of any environmental improvements
- h. Other _____

Demographics

11. What type of organization do you work for?

- _____ Regulated facility or business
- _____ Vendor
- _____ Consulting company or law firm
- _____ School or University
- _____ Nonprofit organization
- _____ Trade Association
- _____ Assistance Provider
- _____ Federal Government
- _____ State or local government
- _____ Tribe